Schedule 3

FORMAL COMPLAINT FORM

If you wish to make a formal complaint, please use the form below. If you wish to raise an issue or concern informally, please contact the Village Manager. If you require assistance with completing this form and you do not have a family member, friend or other personal representative available to assist you, please contact the Village Manager.

NAME OF COMPLAINANT: .....

UNIT ADDRESS: .....

DESCRIPTION OF COMPLAINT (please provide as much relevant information here as possible, including a date or dates if relevant)**:**

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If you are complaining about a person, who are you complaining about?

NAME: .....

SIGNED: ..... DATE: .....
If a complainant is being assisted in completing the form by a personal representative, then the complainant or the personal representative may sign above.

We will provide you with a written acknowledgement of receipt of this complaint within 5 working days of receiving it. The acknowledgement will tell you the process we will follow in resolving the complaint.

We will endeavor to resolve it within 20 working days from the date we receive it.

We will keep you informed of any progress made towards resolving your complaint.